

**ATRIUM HEALTH PLAN, INC.**  
**400 Second Street S, Suite 270**  
**Hudson, WI 54016-1974**  
**Toll Free: (800) 249-4300 or (715) 386-8693 FAX: (715) 386-8326**  
**TDD# (888) 878-0137**

Type of Plan..... Health Maintenance Organization  
Total Number of Members.....43,376  
Years of Operating Experience ..... 18 Years  
Total Number of Primary Care Physicians (PCPs) ..... 356<sup>†</sup>  
Percentage of PCPs Accepting New Patients ..... 100%  
Percentage of Board Certified Specialty Care Physicians ..... 100%  
Number of Hospitals Affiliated with Plan..... 22  
Number of Urgent Care Facilities ..... Two  
Number of Dentists ..... 40  
Percentage of Dentists Accepting New Patients ..... 100%

**ADDITIONAL INFORMATION**

<b>Referral/Prior Authorization Requirements</b>	Your primary care physician is responsible for providing or referring all necessary health care services. If your primary care physician determines you need care that is not available from your primary doctor or clinic's system of providers, your primary care physician will provide a written referral to a participating specialist. Whenever possible referrals are made within Atrium's extensive specialty physician network. You do not need a referral to utilize a chiropractor within the Atrium Chiropractic Network or to see an Ophthalmologist/Optometrist for routine eye exams.
<b>Medicare Claims Procedure</b>	Primary and contract specialists submit claims for retirees with Medicare benefits directly to Atrium Health Plan after filing with Medicare.
<b>Prescription Drug Policy</b>	Atrium Health Plan utilizes a drug formulary which includes over 800 drugs. In an effort to promote cost savings, Atrium's pharmacy network dispenses approved generics where appropriate. To obtain a listing of the most common formulary drugs contact our Customer Service Department at 1-800-249-4300. Some drugs do require prior authorization. Call customer service representatives at 1-800-249-4300 to find out if a drug needs prior authorization. The Gold Net National Pharmacy Network includes over 51,000 pharmacies nationwide. Please call 1-800-509-0545 to see if your local pharmacy is a participating Gold Net pharmacy.
<b>Dispensing Policy</b>	Prescription drugs are dispensed up to a 30 consecutive day supply with one copayment per prescription. Birth control pills are dispensed for a one month supply per copayment.
<b>Mail Order</b>	Mail order prescription service is provided by Caremark, Inc. If you have any questions, call our toll free service line at 1-800-249-4300.
<b>Disposable Diabetic Supplies Procedure</b>	Supplies may be purchased from either a plan pharmacy or a durable medical equipment provider. You will be required to pay the 20% coinsurance at the time of purchase.
<b>Outpatient Mental Health Network/Policy</b>	For your behavioral health needs call 1-800-469-1110 prior to obtaining services for mental health or chemical dependency benefits. A mental health professional will assess your situation and offer you a choice of appropriate providers and coordinate all necessary behavioral health services.
<b>24-Hour Nurse Line</b>	A phone care service provided by First Help is available to members 24 hours a day, seven days a week (1-800-622-9524).
<b>PCP Restrictions</b>	Each family member may select a different primary care physician/clinic. If a change in primary care physician/clinic is requested, we must receive the change request on or before the 15th of the month to make the change effective the first of the following month. The Health Insurance Information Change form is available through your Human Resources office.

## ADDITIONAL INFORMATION

<b>Dental Benefits If Provided</b>	Preventive dental benefit for all ages. Covered preventive services include: oral examinations and cleanings every six months; bitewing x-rays once every 12 months, and fluoride treatments once a year for persons under age 19. These services are covered at 100%. Sealants are covered at 100% (once per lifetime) for dependent children to age 19. You can find out if your dentist participates in the plan by calling the dentist's office or by checking the dental section of your 2003 Provider Directory.
<b>Quality Improvements Initiative</b>	<ul style="list-style-type: none"> <li>• This past year My Healthways, a new disease management program for 17 chronic conditions, was launched. Over 1,000 members will be invited to participate during the first year.</li> <li>• New preventative health projects for: mammography, childhood immunizations, prenatal services (Best Beginnings), and flu immunizations through FluStop began in 2002.</li> <li>• Our goal is to increase the Hepatitis B vaccination rate of children to 90% and the flu immunization rate by 5% each year.</li> </ul>

Counties in Service Area	Hospitals in County	Major Providers in County *
Ashland	Memorial Medical Ctr.	Chequamegon Clinic Duluth Clinic – Ashland Mainstreet Clinic
Barron	Cumberland Memorial Hospital Lakeview Medical Ctr.	Cumberland Clinic Marshfield Clinic-Lakewoods Family Ctr Marshfield Clinic Indianhead Ctr Marshfield Clinic Chetek Ctr
Bayfield	N/A	Red Cliff Community Health Ctr
Burnett	Burnett Medical Ctr.	Grantsburg Clinic Ingalls Family Practice Clinic (Webster) Shell Lake Clinic (Siren)
Chippewa	St. Joseph's Hospital	Family Health Associates Marshfield Clinic Chippewa Falls Ctr
Douglas	St. Mary's Hospital of Superior	Duluth Clinic - Superior Mariner Medical Clinic
Eau Claire	Sacred Heart Hospital	Augusta Family Medicine Clinic Eau Claire Family Medicine Clinic Marshfield Clinic Eau Claire Ctr. Marshfield Clinic Oakwood Ctr. Marshfield Clinic Riverview Ctr. Southside Medical Clinic Pine Grove Medical Clinic Eau Claire Medical Clinic
Jackson	Black River Memorial Hospital	Krohn Clinic
Pierce	N/A	River Falls Medical Clinic (Spring Valley and Ellsworth) Fairview Ellsworth Clinic Regina Medical Group Clinic
Polk	St. Croix Regional Medical Ctr. Osceola Regional Medical Ctr. Amery Regional Medical Ctr.	St. Croix Regional Medical Clinic (Unity Clinic – Balsam Lake-Frederic) Osceola Regional Medical Clinic Amery Regional Med. Clinic (Clear Lake)
Sawyer	Hayward Area Memorial Hospital	Duluth Clinic – Hayward North Woods Comm. Health Ctr – Hayward Stone Lake Medical Clinic
St. Croix	Hudson Medical Ctr. Holy Family Hospital Baldwin Hospital River Falls Area Hospital	Hudson Physicians New Richmond Clinic Baldwin Clinic River Falls Medical Clinic
Washburn	Spooner Health System Indianhead Medical Ctr.	North Woods Comm. Health Ctr – Minong Duluth Clinic – Spooner Shell Lake Clinic

† Members also have access to Minnesota Primary Care Physicians

\* This column provides only a general summary of major provider groups. For a complete listing, please contact the plan at the phone number on the preceding page.